

# FAQs for SP Customers

**I am unable to move appliances to get the serial numbers for the registration. How do I complete the registration form?**

It is desirable to have the information including the serial numbers but not absolutely necessary. The "White Goods" major appliances are covered by the exterior service entrance suppression device. Only the sensitive electronic devices such as TV's, stereos, computers have to be listed on the registration form.

**I just noticed that there is a registration card to be sent in and it has been longer than 30 days since I had the products installed. What do I do?**

Just simply fill out the registration card and send it in.

**I have a bad surge suppressor that was damaged by a storm or a surge. How do I get it replaced?**

Alcoa Electric will replace the damaged device and replace it at no cost to you. Alcoa Electric will take the damaged device and send it back to PSG for replacement.

**The repairman said my TV was struck by lightning or took a surge, what do I do now?**

You will have to call 800-877-1174 ext. 406 to initiate the claims process.

**My 9-year-old TV was damaged. Will they replace it at full value?**

Products are replaced with “like or kind” meaning the replacement is based on the current product model. For example, if you lose a 27-inch TV the replacement value is limited to the current market value on a 27-inch TV.

### **What is not covered?**

Well pumps, hard wired security alarms, and sprinkler systems are specifically not covered. These applications require specialized products to obtain the necessary protection.

### **Why can't I buy the products and install them myself?**

Surge protection products are available through many sources, even retail department stores such as K-Mart, and most of these products work up to their design capabilities. The real issue with surge protection is in the application of the products. First, no surge suppressor will work, even the most expensive, if there is any problem whatsoever with grounding. Most new homes are never tested to the National Electric Code standards and certainly older homes are not tested. Only a visual inspection is required. Something as simple as a loose connection can present a potentially hazardous condition. It takes a trained individual utilizing expensive specialized test equipment to perform ground testing. After the grounding issue is addressed, Alcoa Electric will install specialized products that are designed to provide you with the best level of protection on the market.

### **Do these things really work?**

Surge protection products are available through many sources, even retail department stores such K-Mart, and most of the products work up to their design capabilities. To simplify the matter, surge protection devices are manufactured to act like a “switch” allowing a certain amount of voltage through into your equipment and the remainder is safely directed to the ground at your electric meter entrance. Two important things should be considered here. Based on the manufacturing process, devices will allow a wide range of voltage into your equipment. A good rule of thumb is the lower the cost of the device, the more voltage it will allow into your equipment. Certain sensitive electronics cannot accept much over voltage. Secondly, if there is no path to your ground the products will not work and will simply allow the over voltage into your equipment. Normally when a person says they have used devices without success this condition exists.

**I live in a mobile home. Is there anything I should be concerned with?**

Mobile homes require special attention on grounding. Incorrect wiring and grounding represent a fire hazard. Any repairs or upgrades should be performed by licensed qualified individuals.

**Where do I plug in the telephone or cable module?**

The modules are designed to be plugged into any grounded wall outlet. You do not have to plug the module into the surge protector.

**How do I know if the module is working as there are no indicator lights?**

If a module fails it will disconnect the service, i.e., if the phone module fails there will be a dial tone and the phone will appear dead. Simply disconnect the module and plug the phone line directly into the wall and normally the line will be active again, but unprotected. Contact Alcoa Electric Main Office at (865) 380-4700 for replacement of the bad module.

**The GFCI keeps on tripping. What should I do?**

If a GFCI repeatedly trips, it is an indication that voltage is being detected on the neutral line, which represents a potential fire hazard. This condition should be checked immediately by a licensed electrician.

**Does the meter ring protect the garage door opener?**

No. Garage door openers require point-of-use protection (single cube) to protect the sensitive

electronics.

**If I have to file a claim, how do I send my damaged refrigerator to the factory?**

You only have to send the defective surge protection devices back to the factory for verification of failure, not the connected equipment.